

November  
2019

# MONTHLY DATA REPORT



## Consumer Affairs Branch

California Public  
Utilities Commission



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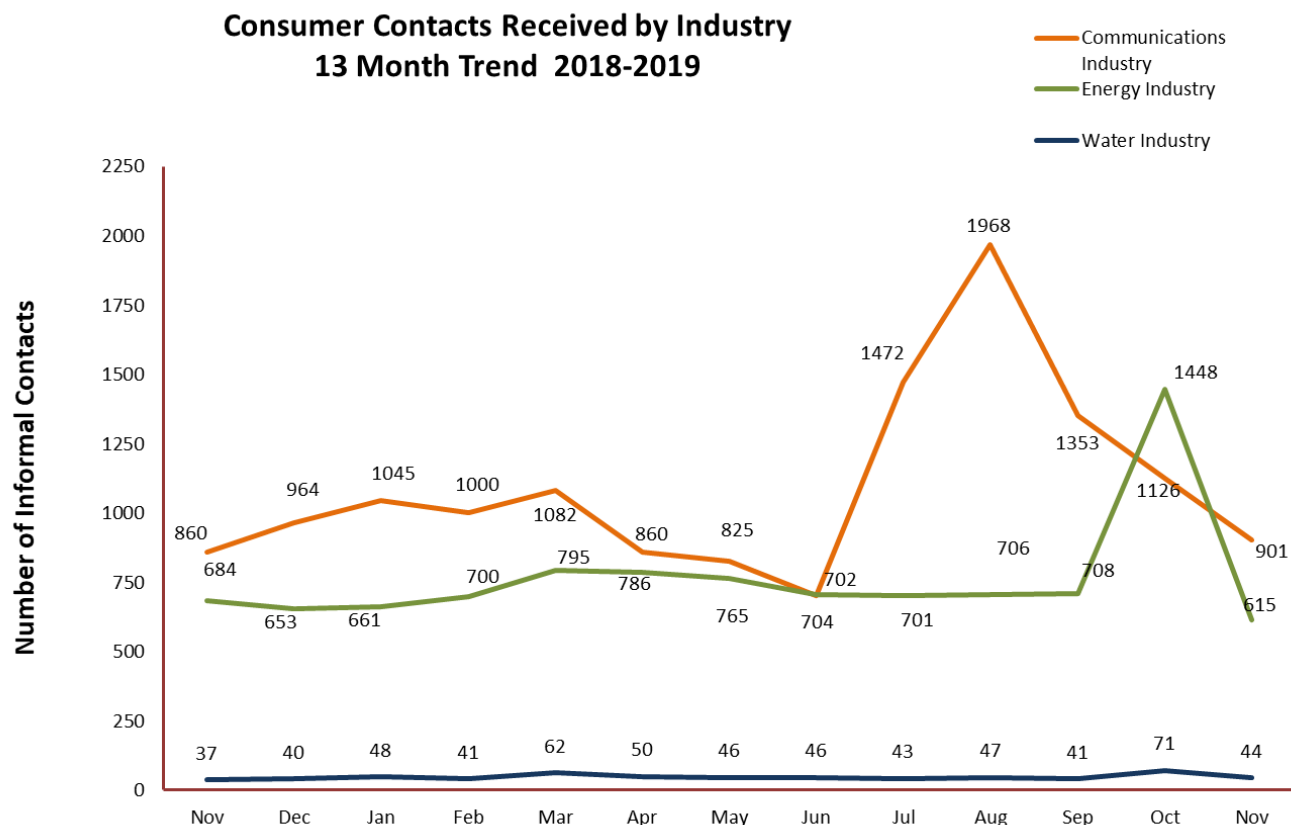
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The Consumer Affairs Branch (CAB) serves the public interest and the mission of the California Public Utilities Commission (CPUC) by assisting consumers in resolving their informal complaints against service providers under the Commission's jurisdiction. CAB is proud to be able to assist consumers with an informal complaint resolution process, with answers to questions, and with referral information. In assisting consumers, we can gain a useful picture of consumer issues and trends.

This report is based on contacts (informal complaints and questions) received by the Consumer Affairs Branch (CAB) and presents both annual and monthly data for the communications, energy, and water industries. Page 2 presents annual trend data and Page 3 through Page 5 report data by industry for the current month. For context, the report also includes comparable data from the previous month. Page 6 presents contact data specifically related to safety concerns, by industry. A glossary of terms used in this report can be found on Page 7.

# Overview

1,560 CONTACTS (November 2019)



Overall, 1,560 total informal consumer contacts were received during November across the three regulated industries. November 2019 shows a decrease of 41.0% from the 2,645 informal contacts received during November; and a 19.5% decrease from the prior 12-month average of 1,938. (***Transportation is no longer covered in the CAB Monthly report as of June 2019 which contributed to the decrease in overall Monthly report count.***)

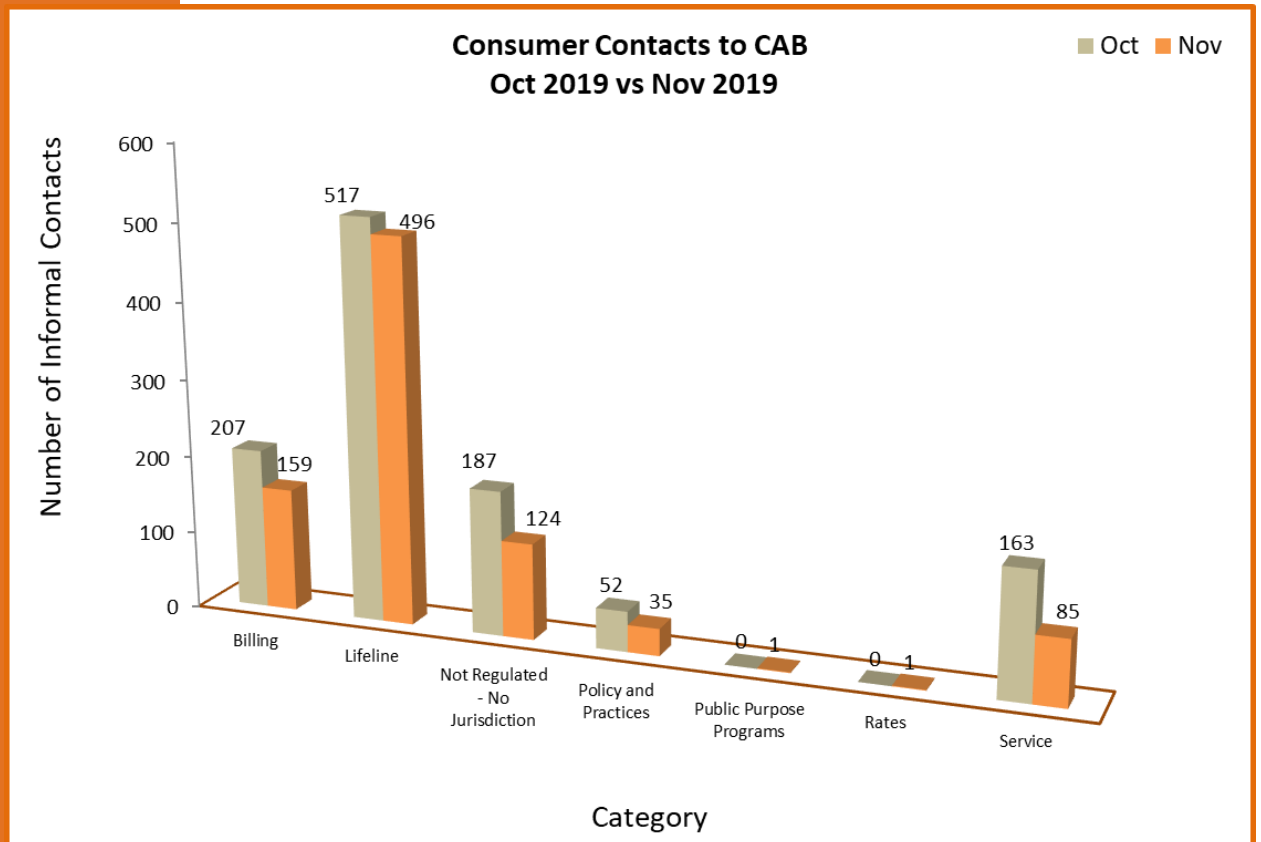
**Communications:** 901 categorized informal contacts related to Communications were received during November, which is a decrease of 20.0% from the 1,126 contacts received during October. The contacts received during November are 18.4% lower than the prior 12-month average of 1,105.

**Energy:** 615 categorized informal contacts related to Energy were received during November 2019, which is a decrease of 57.5% from 1,448 contacts received during October. Contacts received in November are 20.7% lower than the prior 12-month average of 776.

**Water:** 44 categorized informal contacts related to Water were received during November 2019, which is a decrease of 38.0% from 71 contacts received during October. Water contacts received in November are 7.7% lower than the prior 12-month average of 48.

# Communications

901 CONTACTS (November 2019)



During November, CAB received 901 Communications-related informal contacts, allocated into one of the defined categories of Billing, LifeLine, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service.

Billing related cases show a 23.2% decrease in November. A noticeable drop in High Bill contacts was primary reason for the decrease; the decrease is also not attributed to one single entity.

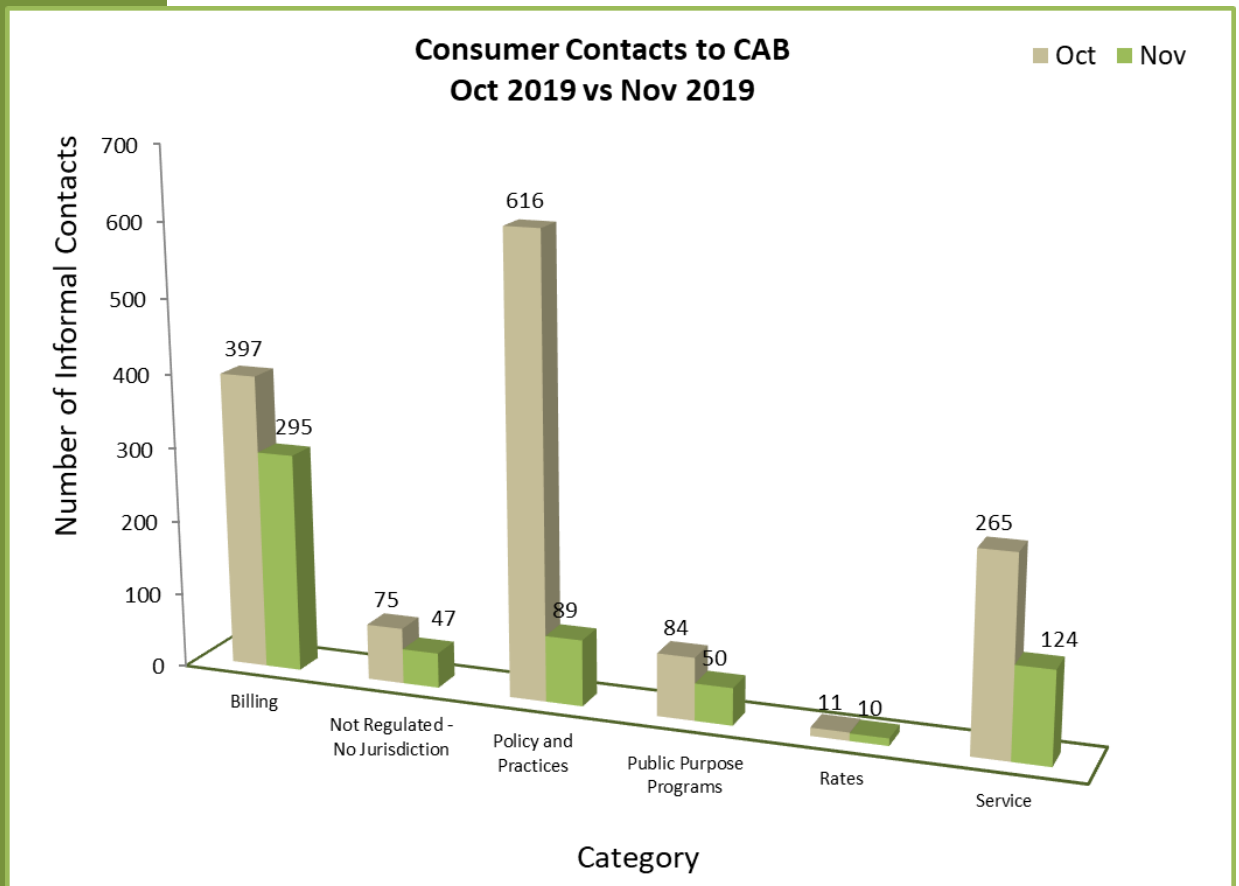
Policy and Practices related cases show a 32.7 decrease due to less contacts under Abusive Marketing and Safety contacts as compared to October.

Service-related cases also show a decrease of 47.9%. Service contacts has decreased overall throughout different subcategories and the main contributor being Outages show the most significant decrease.

In addition to the 901 categorized contacts, CAB received 98 uncategorized (pending processing and misdirected) contacts.

# Energy

615 CONTACTS (November 2019)



In November, CAB received 615 Energy-related informal contacts allocated amongst the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service.

Billing related contacts show a decrease of 25.7% in November as compared to the previous month. decreased High Bill contacts related to PG&E and Southern California Edison were the primary contributors.

Policy and Practices contacts show an 85.6% decrease in November. The Consumer contacts regarding the Planned Safety Power Shutoff (PSPS) which spiked in October have since subsided in November.

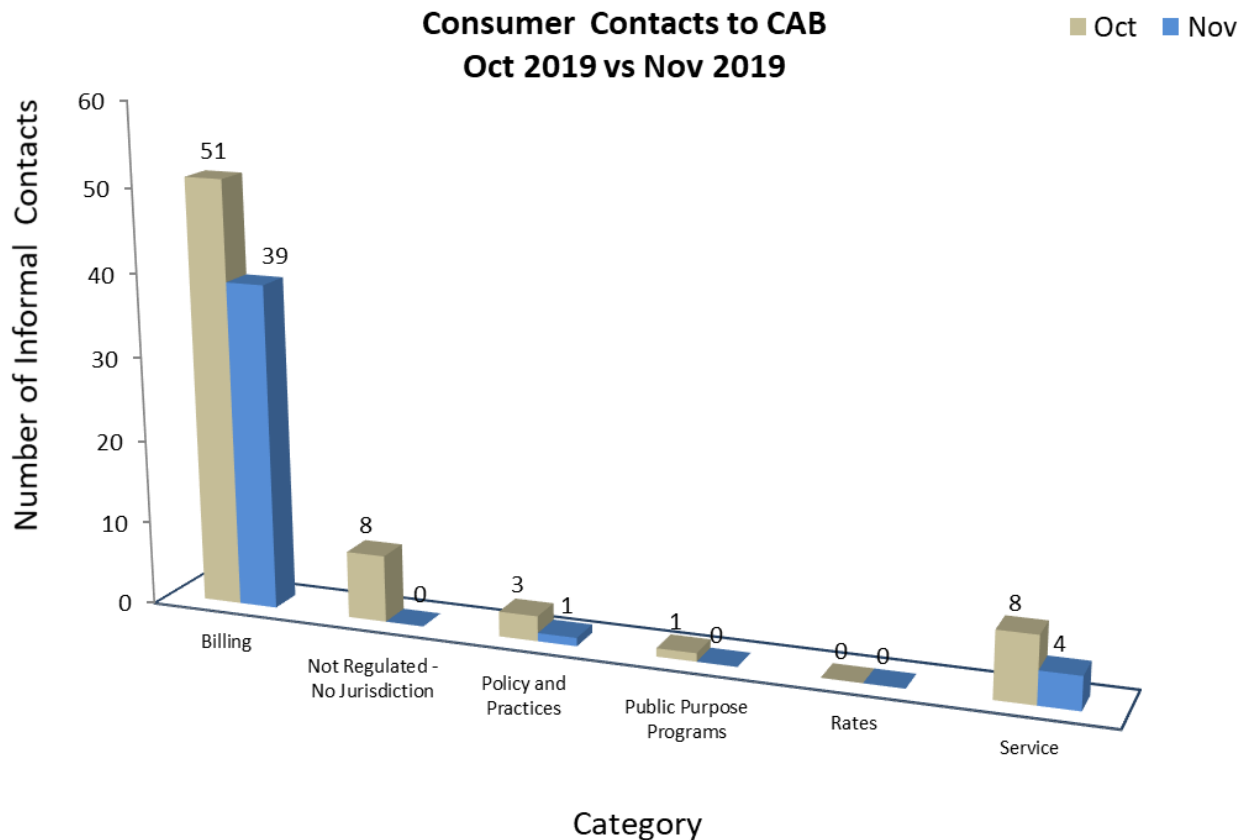
Service-related contacts show a decrease of 53.2% in November. Outage cases with regards to PG&E, Southern California Gas Company, and Southern California Edison related to the PSPS event have since decreased.

In addition to the 615 categorized contacts, CAB also received 58 uncategorized (pending processing and misdirected) contacts.



# Water

44 CONTACTS (November 2019)



CAB received 44 Water-related informal contacts in November, allocated into one of the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service.

Billing related cases shows a decrease of 23.5% between October and November. November saw a decrease in cases related to High Bill, however, the decrease is equally distributed amongst several utilities with no particular entity as a primary contributor.

In addition to the 44 categorized contacts, CAB also received 20 uncategorized (pending processing and misdirected) contacts.

# Safety Concerns Across Industries

During November 2019, CPED received **53** contacts identified as having a safety component across reported industries. The contacts presented below are a subset of those presented on pages 3-6 of this report. Safety contacts are classified by the type of safety concern.

<b>Communications</b>	<b>16</b>
Company Practice	1
Emergency Services/Health Concerns	5
Utility Infrastructure	10

<b>Energy</b>	<b>37</b>
Company Practice	16
Emergency Services/Health Concerns	1
Gas Leak	6
Property Restoration	5
Utility Infrastructure	9

<b>Water</b>	<b>0</b>
No Safety Contacts	

## Definitions for Safety-Related Contacts:

**Company Practice** includes service-related issues perceived to impact consumer safety such as lengthy appointment wait times for service restoration.

**Consumer Property** includes issues with consumer owned property such as unsafe appliances (heaters, stoves, etc.)

**EMF/Power Surges/Voltage fluctuations** include cases related to Electromagnetic Field (EMF) concerns (e.g. Smart Meters), consumer household power surges and electricity voltage fluctuations.

**Emergency Services/ Health Concerns** include immediate or perceived concerns due to potential outages or events, such as inability to reach 911 during phone outage, or failure of medical equipment during power outages.

**Gas Leak** includes any concerns related to gas leaks in the utility distribution system or in the consumer's premises.

**Operating Without Active Authority** involves operations without a valid permit or certificate, including operations with a suspended or revoked permit or certificate.

**Property Restoration** includes issues regarding ground hazards such as holes, trenches, tripping hazards, debris removal, tree trimming and street lighting.

**Security Concerns** includes issues perceived to impact consumer security such as phone line privacy issues, unlisted phone numbers, or utility personnel identification.

**Utility Infrastructure** includes issues regarding infrastructure that is faulty or in disrepair such as hanging cables, exposed wires, leaning utility poles, analog meters and transformers.

**Water Safety or Quality** includes immediate or perceived concerns relating to water quality such as color, odor or presence of chemicals in drinking water.

# Definitions

## Consumer Affairs Branch

The following definitions were compiled to assist with understanding consumer contacts information.

Type of Contacts Definitions	
Informal Consumer Contacts	Informal Contacts are consumers' communications received by CAB via phone calls, letters and electronic submissions (email/web form). Contacts can consist of complaints, questions, or feedback from consumers regarding the policies and practices of specific utilities or the CPUC. These contacts are reported as Categorized or Uncategorized.
Categorized Contacts	These are informal contacts which have sufficient information to be allocated into one the defined categories: Billing, Lifeline, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, and Service based on the primary (overarching) reason for the contact.
Uncategorized Contacts	These are contacts which are pending assignment, lack sufficient information to be processed (Unknown), or contacts in which the consumer intended to contact some other entity, and mistakenly contacted CAB (Misdirected).

Category Definitions	
Billing	Consumer contacts related to disputed items appearing on a consumer's utility bill, the appearance of the bill, or other utility charges.
LifeLine (Billing & Appeals)	Consumer contacts related to the Lifeline Program, which assists low income telecommunications customers. It includes items related to Lifeline Appeals or Lifeline Billing disputes.
Not Regulated – No Jurisdiction	Consumer contacts related to concerns, disputes, and issues where the CPUC does not have jurisdiction.
Policy and Practices	Consumer contacts related to utility and/or CPUC policies and practices.
Public Purpose Programs	Consumer contacts related to programs that assist utility consumers, including income-based and disability-based programs.
Rates	Consumer contacts related to rate design, rate protests and baseline rates.
Service	Consumer contacts related to the service provided to the consumer by the utility.
Uncategorized Definitions	
Misdirected	Consumer contacts intended for some other entity such as consumer attempting to contact their utility. CAB assists these consumers by redirecting them to the entity best able to address their concerns.
Pending Assignment	Category not identified due to case pending processing.
Unknown	Category not identified due to lack of information from consumer.